



COVID-19 STATE UPDATES FOR THE MAMES TERRITORY

As of May 8, 2020

The Midwest Association for Medical Equipment Services & Supplies (MAMES) has been working with members in all our states to address the issues related to the COVID-19 pandemic at the state level. Many of our states agencies have been working close with MAMES and have made several policy changes members requested.

To keep our members updated with all the changes at the state level, we have developed this document to help you know where to go for state information so that you do not have to spend time sifting through the mass amount of information that exists!

In an effort to make this document a quick review, we have provided the highlights along with the links for more details. The document is laid out in the following format:

- **State:** listed alphabetically.
- **DHS/HHS:** The first bullet for each state is the link to the states department of health/human services that has all COVID-19 updates and information, such as data on infections; community guidance and resources; and the latest updates of state orders, etc.
- **Medicaid and Medicaid Managed Care Organization (MCOs):** The second bullet is a link to the Medicaid provider pages. For the states with MCO's, those are listed after Medicaid.

REQUEST: if you find specific information for DMEPOS that is not included on this page, please let the MAMES office know, info@mames.com.

IOWA

- **Iowa Department of Human Services**
 - [COVID-19 Information for Providers](#) *UPDATED MAY 6, 2020*
 - [Iowa Medicaid COVID-19 Provider Toolkit](#): *AS OF APRIL 22*: The most helpful document of all due to questions/answers format.
 - DME FAQ ON PAGES 16 and 17 under telehealth the covers:
 - WC or other evals; delivery and home assessments by Remote Technology; Reiterates PA's not suspending per bulletin April 16 below; and signature requirements.
 - DMEPOS waiver on lost, destroyed, irreparably damaged, or otherwise rendered unusable, etc., on PAGE 8.
 - Provider Enrollment: waive payment; site visits, postpone revalidations, etc.
 - [Prior Authorizations \(PAs\), Claims Filing for MC during COVID-19 Pandemic](#): *AS OF APRIL 16, 2020*: Not waiving or extending PA's. Also, effective DOS 4-1-20, providers have an additional 90 calendar days to submit first time medical claims and encounters within 270 calendar days of service.
- **Amerigroup Iowa, Inc [Provider page](#): Under COVID-19 News and Resources:**
 - [COVID-19 information from Amerigroup Iowa, Inc.](#): *AS OF APRIL 22*: 5 pages mostly related to what they are doing above the crisis and on telehealth.
 - [Amerigroup Iowa, Inc. suspends select prior authorization rules and announces significant policy adjustments](#). Published April (no date listed). Includes:
 - PA requirements are suspended for DME, including oxygen supplies, respiratory devices and CPAP for patients diagnosed with COVID-19, along with the requirement for authorization to exceed quantity limits on gloves and masks.
 - Respiratory services for acute treatment of COVID-19 will be covered. PA requirements are suspended where previously required.

- Claims audits, retrospective review, and policy changes.
- **Iowa Total Care: [Coronavirus Information for Providers](#):** doesn't provide anything related to changes they have made.
 - Updates are under the [Provider News](#) page:
 - [Iowa Total Care Update on Physician Assistant](#): *NEW MAY 4, 2020*: Physician assistants may now prescribe, dispense, order, administer or procure prescription drugs, controlled substances or medical devices necessary to complete a course of therapy.
 - [Claims filing extension with DOS beginning April 1, 2020](#): *AS OF APRIL 8, 2020*: have an additional 90 calendar days (first time claims 270 days total)

KANSAS

- **[Kansas Department of Health and Environment \(KDHE\)](#)**
 - [COVID-19 KMAP Providers Information Page](#): *UPDATED MAY 5, 2020*: Includes links to all resources. Second page has COVID-19 Related Bulletins.
 - [Wheelchair Seating Assessment Codes Allowed by Telemedicine During COVID-19 Emergency](#): *AS OF APRIL 21*: effective with dates of service March 12 and after allowed to be provided via telemedicine (tele-video) by the following approved providers: Cerebral Palsy Research Foundation, Wichita, Kansas; Children's Mercy Hospital Seating Clinic, Kansas City, Missouri and KU Medical Center Seating Clinic, Kansas City, Kansas.
 - [COVID-19 Public Health Emergency Temporary Waivers](#): Includes a suspension of PA requirements for Fee-for-Service (FFS) retro to March 1, 2020; A general statement of waiving or modifying certain requirements; and other Temporary waivers.
 - [COVID-19 Guidance and Resource Center](#): This is a good resource center for KDADS' State of Kansas guidance and resources during the COVID-19 declared State of Emergency. There were several guidance's added at the over the last few weeks.
- **Aetna Better Health [Provider Notices & Bulletin Page](#):**
 - [Temporary Changes in Prior Authorization/Precertification and Admissions Protocols](#): For Post-Acute Care and Long-Term Acute Care Does not address DMEPOS.
 - [May 2020 Provider Bulletin](#) includes KMAP Bulletin on [WC Seating Assessment Codes](#). Has upcoming training opportunities.
 - [April 2020 Provider Bulletin](#) updates on PA's; Enrollments, etc.
- **Sunflower Health [Plan Provider News Page](#): Scroll down the page for Provider News**
 - Refers to KMAP Bulletin: [Wheelchair Seating Assessment Codes Allowed by Telemedicine During COVID-19 Emergency](#)
 - Community Provider Workshop May 14 at Session 1 at 10am; Session 2 at 1pm: Community Provider Workshop via Zoom. [Click here for details and registration](#).
 - Refers to [KMAP Bulletin that can be found above on the temporary waivers](#). Includes information on PA's for fee-for-service beneficiaries; extensions of appeals and reconsiderations, etc.
- **UnitedHealthcare: [COVID-19 Information & Resources](#) page: UPDATED MAY 6, 2020. Scroll down the page for details.**
 - [COVID-19 Prior Authorization and Ongoing Patient Care Updates](#) *AS OF APRIL 24, 2020*: has specific information for DMEPOS on PA's; F2F; Recurring Supplies; Proof of Delivery.

MINNESOTA

- **[Minnesota Department of Health](#)**
 - [Coronavirus \(COVID-19\) page](#). *AS OF MAY 1, 2020*
 - Documentation: Effective Apr. 17, 2020, a signature from the member or authorized representative is not required for proof of delivery for durable medical equipment and supplies. The remainder of the proof of delivery policy covered under the [Equipment and Supplies](#) section remains in effect. Providers are required to maintain documentation that the equipment or supply was successfully delivered to the member.
 - Other updates via email from DHS staff:

- F2F: temporary expansion of telemedicine to include telephone visits. As a reminder, the face-to-face requirement could already be accomplished via telemedicine. (See the [Face to Face on the equipment and supplies page](#)).
 - The [incontinence policy transition period](#) has been extended to July 1, 2020.
- REMINDER: COVID-19 State Legislation package included oxygen license fee reduction to \$260 effective June 1, 2020.

MISSOURI

- [Missouri Department of Health & Senior Services](#)
 - The DME Advisory Committee has agreed to share all updates to members. MAMES has compiled ongoing updates newest to the oldest. [Click here for updates newest to oldest through May 8, 2020.](#)
 - [DME- Signature Requirements-REVISED April 3](#): includes information on delivery slip and CMN's.
 - [CPAP and BiPAP/Sleep Studies Criteria](#): will cover non facility-based, non-attended Polysomnographic studies; must still obtain pre-certification.
 - [Adult Exceptions and DME supplies](#): may utilize face-time and/or telephone calls in place of a face-to-face office visit
 - [Multi-Function Ventilator](#): allow temporary coverage and reimbursement for a multi-function ventilator, HCPCS code E0467 with a restriction specifically for the ventilator.

NEBRASKA

- [Nebraska Department of Health and Human Services](#)
 - *Tuesdays at 9:30am*: NE Medicaid hosts a Provider Conference call. To join the call: (877) 399-0501, Attendee Code: 8559164#. Agenda items go to: DHHS.MLTCEXperience@nebraska.gov. NOTE: so far, DME has not been discussed in these calls even though we have presented them our asks. Medicaid insists we must work through the MCO's.
 - [Medicaid COVID-19 Provider Bulletins](#) page:
 - [Temporary Suspension of Medicaid Copays](#): *NEW MAY 1, 2020*: temporarily suspending copay, applies to all enrolled in Medicaid, including both individuals on a Heritage Health plan and Fee-for-Service clients. Effective May 1, 2020 and applies to all medications and all Services.
 - [COVID-19 FAQ AS OF APRIL 20, 2020](#): nothing related to DMEPOS.
 - Personal Protective Equipment: [Click here for a link for the Division of Public Health's online form requesting Personal Protective Equipment \(PPE\)](#).

NORTH DAKOTA

- [North Dakota Department of Health](#)
 - [Human Services COVID-19: Provider Q & A](#) page: Scroll down to Medical Services.
 - [COVID-19 FAQ Temporary Durable Medical Equipment \(DME\) Policy](#) REVISED MAY 4, 2020 (even though letter still say April 1): addresses replacement of DME; Service Authorizations (SA) for oxygen, CPAP, BiPAP, Nebs and Humidifiers have been waived; Extension of 90 calendar days for DME RX and orders; Multi-purpose Vents will be covered; CMNs suspended (order still required); Proof of Deliver signatures waived; and more info related to discharges.
 - [ND Provider Updates](#): list of the latest updates. No new updates impacting DMEPOS from last week.
 - [COVID-19 Update with ND Medicaid PowerPoint slides](#). From Medicaid presentation April 24, 2020. Includes DME prior authorizations. Recording is [here](#).

SOUTH DAKOTA

- [South Dakota Department of Health](#)
 - [DSS COVID-19 Resources](#). Scroll down to Resources for Medicaid Providers.
 - [COVID-19 Frequently Asked Questions](#) for Providers AS OF MAY 1: Information on telehealth, along with DMEPOS under "Can recipients get extra medicine or supplies?" – can dispense 60-day supply of oxygen and diabetic supplies
 - [Telemedicine Provider Manual](#)
 - Paper claims: if you are still submitting paper, payment will slow down. Current Paperless Options: Professional (CMS 1500) claims – even claims with attachments - can be submitted via the [Medicaid Portal](#) if you have no clearinghouse or ability to submit an 837P directly to SD Medicaid. Instructions for submitting CMS 1500 portal claims are available on our Medicaid Provider Portal [web page](#).

WISCONSIN

- **Wisconsin Department of Health Services**

- [COVID-19: ForwardHealth News and Resources](#): scroll down the page to ForwardHealth Alerts for Providers and ForwardHealth Updates for Providers. Specific for DME:
 - [Nurse Practitioners and Physician Assistants May Temporarily Order Home Health Services: ANNOUNCED APRIL 21, 2020](#): Nurse Practitioners and Physician Assistants May Temporarily Order Home Health Services: during the COVID-19 public health emergency, ForwardHealth will allow Medicaid-enrolled nurse practitioners and physician assistants to prescribe, refer, or order the following:
 - Home health nursing and aide services
 - Medical supplies and equipment
 - Physical therapy, occupational therapy, or speech pathology and audiology services
 - [Temporary Changes to Clinical Policy and Prior Authorization](#): Read the full bulletin for details on both the F2F AND extension of prior authorizations.
 - [Temporary Changes for Durable Medical Equipment and Disposable Medical Supplies Face-to-Face Requirements](#): Beginning March 12, 2020, ForwardHealth will not require a face-to-face visit with a physician or authorized non-physician practitioner for an initial prescription of any durable medical equipment or disposable medical supplies. A prescription will continue to be required for durable medical equipment and disposable medical supplies.
 - [Temporary Change for Urgent Prior Authorization Requests](#): For urgent prior authorization requests, contact ForwardHealth Provider Services at 800-947-9627 for assistance with expediting the prior authorization process. In general, urgent requests will receive a response within five business days.
 - [Temporary Changes to The Provider Enrollment Process](#): *REVISED IN MAY*: the provider enrollment process is being expedited by ForwardHealth and revalidations will be extended for a minimum of 90 days for all currently enrolled Medicaid providers that are due to expire during the extent of the national public health emergency.

MAMES hope this information is helpful in finding the answers you are looking for. If NOT, please give our office a call at 651-351-5395 or email: info@mames.com.

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